

CLAIMS

What is claimed is:

- 1 1. A method comprising:
2 determining automatically at which of a plurality of devices associated
3 with a user, if any, the user is present; and
4 sending a notification message for the user to one of the devices at which
5 the user was determined to be present, in response to a predefined trigger event,
6 said one of the devices having been selected based on a profile of the user.
- 1 2. A method as recited in claim 1, further comprising selecting said one of the
2 devices as a destination of the notification message based on the profile of the
3 user.
- 1 3. A method as recited in claim 2, wherein the profile of the user indicates a
2 preferred order of devices to which notifications for the user should be sent.
- 1 4. A method as recited in claim 1, wherein the predefined trigger event
2 comprises receiving a notification message for the user from a remote system.
- 1 5. A method as recited in claim 1, wherein at least one of the plurality of devices
2 of the user is a mobile device configured to operate on a wireless network.
- 1 6. A method as recited in claim 1, wherein at least one of the plurality of devices
2 of the user is a computer connected to a wired computer network.

3 indicative of a plurality of devices of the user;
4 receiving a first notification message for a user from a remote site on a
5 network;
6 determining automatically at which of the plurality of devices the user is
7 present, if any, using a profile of the user; and
8 consecutively sending a second notification message for the user to each
9 of the devices at which the user was determined to be present, according to the
10 profile of the user, until an acknowledgement of the second notification is
11 received with respect to one of the devices, the second notification message being
12 representative of the first notification message.

1 13. A method as recited in claim 12, wherein the profile of the user indicates a
2 preferred order of the plurality of devices in which notifications for the user
3 should be sent.

1 14. A method as recited in claim 13, further comprising selecting said one of the
2 devices as a destination of the second notification message based on the profile of
3 the user.

1 15. A method as recited in claim 12, wherein the remote site comprises a server
2 on a computer network, and wherein each of the plurality of devices comprises a
3 data processing device.

1 16. A method as recited in claim 15, wherein at least one of the devices is a

2 which of the plurality of devices the user is present is done in response to
3 receiving the first notification message.

1 23. A method as recited in claim 12, wherein said determining automatically at
2 which of the plurality of devices the user is present is done prior to receiving the
3 first notification message.

1 24. A method as recited in claim 12, further comprising incorporating a
2 hyperlink into the second notification message, to enable the user to respond to
3 notification by activating the hyperlink.

1 25. A method comprising:
2 maintaining a profile of a user, including information corresponding to a
3 plurality of remote devices of the user;
4 receiving a first notification message for a user from a remote computer
5 system on a data communication network;
6 accessing the profile of the user to identify the devices of the user;
7 determining automatically at which of the devices, if any, the user is
8 present;
9 if the user is present at more than one of the devices, then selecting one of
10 the devices at which the user was determined to be present, based on the profile
11 of the user;
12 sending a second notification message for the user via a data

13 communication network to the selected one of the devices, based on the first
14 notification message;
15 waiting to receive an acknowledgement of the second notification
16 message;
17 if an acknowledgement of the second notification message is not received,
18 then
19 selecting another one of the devices at which the user is present, if
20 any, based on the profile of the user, and
21 sending a third notification message for the user to said other one
22 of the devices, based on the first notification message.

1 26. A method as recited in claim 25, wherein said determining automatically at
2 which of the devices, if any, the user is present comprises communicating with a
3 network element connected to a wireless network, to determine if a mobile
4 device of the user is present on the wireless network.

1 27. A method as recited in claim 25, wherein said determining automatically at
2 which of the devices, if any, the user is present comprises communicating with
3 an instant messaging application used by the user.

1 28. A method as recited in claim 25, wherein said determining automatically at
2 which of the devices, if any, the user is present comprises:
3 communicating with a presence server on the wireless network; and

4 communicating with an instant messaging application used by the user.

1 29. A method as recited in claim 25, wherein the profile of the user specifies a
2 preferred order in which the plurality of remote devices should be contacted
3 with a notification.

1 30. A method as recited in claim 25, further comprising incorporating a
2 hyperlink into the notification message, to enable the user to respond to
3 notification by activating the hyperlink.

1 31. A system comprising:
2 a registration server to maintain a profile of a user, the profile containing
3 information corresponding to a plurality of remote devices of a user, and to
4 determine automatically at which of the devices, if any, the user is present; and
5 a notification server to receive a first notification message for the user
6 from a remote network site, to select one of the devices at which the user was
7 determined to be present, and to send a second notification message for the user
8 at the selected one of the devices, based on the first notification message.

1 32. A system as recited in claim 31, wherein the notification server further is to
2 wait for an acknowledgement of the second notification message and, if an
3 acknowledgement of the second notification message is not received, to select
4 another one of the devices at which the user is present, if any, based on the
5 profile of the user, and to send a third notification message for the user at said

6 other one of the devices, based on the first notification message.

1 33. A system as recited in claim 31, wherein the registration server determines
2 automatically at which of the devices, if any, the user is present by, at least in
3 part, communicating with a network element on a wireless network, to
4 determine if a mobile device of the user is present on the wireless network.

1 34. A system as recited in claim 31, wherein the registration server determines
2 automatically at which of the devices, if any, the user is present by, at least in
3 part, communicating with an instant messaging application used by the user.

1 35. A system as recited in claim 31, wherein the registration server determines
2 automatically at which of the devices, if any, the user is present by, at least in
3 part:

4 communicating with a presence server on the wireless network; and
5 communicating with an instant messaging application used by the user.

1 36. A system as recited in claim 31, wherein the profile of the user indicates a
2 preferred order of the plurality of devices in which notifications for the user
3 should be sent.

1 37. A system as recited in claim 36, wherein the notification server further is to
2 select one of the devices at which the user was determined to be present as a
3 destination of the second notification message, based on the profile of the user.

1 38. A system as recited in claim 31, wherein the notification server further is
2 configured to incorporate a hyperlink into a notification message for the user, to
3 enable the user to respond to notification by activating the hyperlink.

1 39. A processing system comprising:

2 a processor;

3 a data communication device to communicate data with a plurality of
4 remote sources over a network under control of the processor; and

5 a storage facility including instructions for execution by the processor to
6 cause the processing system to execute a process comprising:

7 maintaining a profile of a user, the profile including information
8 corresponding to a plurality of devices of the user which are capable of
9 communicating data with remote sites;

10 receiving a first notification message for a user from a remote site
11 on the network;

12 in response to the first notification message, using the profile of the
13 user to determine automatically at which of the devices the user is present, if
14 any;

15 consecutively sending a second notification message for the user at
16 each of the devices at which the user was determined to be present, based on the
17 first notification message and according to the profile of the user, until an
18 acknowledgement of the second notification is received with respect to one of the
19 devices.

1 40. A processing system as recited in claim 39, wherein the profile of the user
2 includes information indicative of an order in which notifications for the user
3 should be sent to said devices.

1 41. A processing system as recited in claim 40, further comprising selecting said
2 one of the devices as a destination of the second notification message based on
3 the profile of the user.

42. A processing system as recited in claim 39, wherein the remote site comprises a server on a computer network, and wherein each of the plurality of devices comprises a data processing device.

1 43. A processing system as recited in claim 42, wherein at least one of the devices
2 is a mobile device configured to operate on a wireless network.

1 44. A processing system as recited in claim 39, wherein said determining
2 automatically at which of the devices, if any, the user is present comprises
3 querying a presence server on a wireless network, to determine if a mobile
4 device of the user is present on the wireless network.

1 45. A processing system as recited in claim 39, wherein said determining
2 automatically at which of the devices the user is present comprises querying an
3 instant messaging application used by the user.

1 46. A processing system as recited in claim 39, wherein said determining

2 automatically at which of the devices the user is present comprises:

3 querying a presence server on the wireless network; and

4 querying an instant messaging application used by the user.

1 47. A processing system as recited in claim 39, wherein said determining

2 automatically at which of the plurality of devices the user is present is done in

3 response to receiving the notification message from the remote network site.

1 48. A processing system as recited in claim 39, wherein said determining

2 automatically at which of the plurality of devices the user is present is done prior

3 to receiving the notification message from the remote network site.

1 49. A processing system as recited in claim 39, further comprising incorporating

2 a hyperlink into the notification message, to enable the user to respond to

3 notification by activating the hyperlink.

1 50. An apparatus for notifying a user of a plurality of devices, the method

2 comprising:

3 means for determining automatically at which of the plurality of devices

4 the user is present, if any, based on a profile of the user; and

5 means for sending a notification message for the user to one of the devices

6 at which the user was determined to be present in response to a predefined

7 trigger event, said one of the devices having been selected based on the profile of

8 the user.